Zeppelin Toolbox User Manual

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1 Introduction

1.1 Abbreviations and Terminologies

1.1.1 Abbreviations

CODE - Common Operating Desktop Environment

TIO - Test and Integration Office

FSE - Field Service Engineer

1.1.2 Terminologies

- Note

- Important

- Alert

Fabric Application – Unscripted Application released directly by Business Unit to field by any means (eg. web site).

(Un)Install – Install / Uninstall

1.2 Objective

The objective of this document is to educate the users about the various features available in the Zeppelin Toolbox. This document explains how the Toolbox Installer can be used to install Zeppelin applications.

1.3 Who Should Read This Document

This document is intended to help the users to install Zeppelin applications on a Zeppelin approved hardware platforms using the Zeppelin Toolbox. FSEs can use the Toolbox CDs to install new and update existing applications with very little effort.

1.4 System Requirements

The Zeppelin Toolbox has been verified on the Dell C610, Dell C810, Dell D600 & D610 Laptops installed with Windows 2000 & XP Images released by Zeppelin. Zeppelin approved hardware and OS configurations may be found at http://pww.zeppelin.philips.com.

1.5 What's New

This Toolbox release supports both "Windows 2000" and "Windows XP" Operating System. It also detects any earlier released application that is not compatible with Windows XP and shows as incompatible when run in Windows XP. Then the user may select the application to uninstall and install again using the same toolbox. This will install a compatible version with Windows XP.

Installing Zeppelin Toolbox applications on Platform configurations not supported by Zeppelin may lead to unexpected behavior.

2 Toolbox Installation Procedure

2.1 Introduction

The Toolbox Installer is used to install the Zeppelin applications. The following features are provided by the Zeppelin installer:

1. Admin Patch: Some applications require Local Administrator rights for installation. Since some users may not have local administrator rights, the Admin patch allows the applications to be installed even when logged in with user rights.
2. Zepcom: This feature helps the user to check the Zeppelin compliancy of the laptop. This also displays a report and updates a central database that helps Zeppelin to provide better service to the end user. Please note that no personnel information is retrieved from the database.
3. The primary goal of a zeppelin installer is to provide a convenient method to manage the (un)installation of applications.

For ease of use, the applications displayed in the Toolbox Installer Screen are grouped into the Zeppelin Basic Toolbox and different Business Units.

2.2 Uninstalling Fabric Application

To uninstall fabric application, please follow the steps below :

1. Goto Start -> Control Panel.
2. Double click on “Add Remove Programs”. Here you will find all the applications installed via Windows Installer Technology.
3. Please select the application you want to un-install and click on the Remove / Change button.

Applications that have been installed using Zeppelin Installer shouldn’t be un-installed from “Add/Remove Programs”. Please use Toolbox to un-install these applications. Please contact Zeppelin@philips.com if you require any assistance. The latest applications can also be downloaded from Zeppelin Web Site.

Please note the following applications are referred by different names in the Toolbox and in Add Remove Program.

Sl. No.	Name as in Toolbox	Name as in “Add Remove Programs”
01	Hardware Key driver	Sentinel System Driver
02	Security Toolbox	PMSSec Security Toolbox
03	CCM Support Tool M2300A 2.05	M2300A
04	IST	Philips IST x.x.x.xxxx

“Cardman API” is listed in the Control Panel as “SafeGuard Smart Card Provider”. “SafeGuard Smart Card Provider” is the upgraded version of “Cardman API”.

2.3 Cardman USB

2.3.1 Cardman USB 6020 – Version Detection and Installation

To check, the version of Cardman USB 6020 that is already installed in your machine and to install the latest version, please perform the following steps.

- Open Explorer and browse the Toolbox CD. Goto the “Cardman_USB” directory. You will find **DetectCardmanUSB.exe file.**
- Execute the “DetectCardmanUSB.exe” by double clicking on it and follow the onscreen instructions to install / migrate to the new version of Cardman USB (3.7.3.12).

2.3.2 Cardman USB 6121 – Installation

Omnikey has released new USB dongle, which is 6121. This requires a new driver, which is available in the toolbox.

Installation preparation:

- Check if Cardman API is installed, please un-install this using the uninst.exe (if it was scripted by Zeppelin) or from “Add Remove Programs” (if fabric application was installed) and restart the system.
- If you are replacing your Cardman 6020 Key with Cardman 6121 Key, then Uninstall the Cardman 6020 driver and restart the system.
- Now browse the toolbox CD and goto Cardman_USB -> Cardman_USB_6121_11032 -> wxpw2k_ze_10 directory and double click on install.exe. This will install the 6121 driver. Restart the system (this is mandatory).
- Incase the Cardman API was un-installed (as in first step), install the latest version of SGSCP by running the toolbox.
- Insert the Dongle in the USB port and open “Safeguard SmartCard Provider” from the “Control Panel”. Select Cardman 6121 and assign device A.

This driver is not an upgrade for 6020 version and it requires the new 6121 dongle.

If SGSCP is already installed, please uninstall and reinstall it. Else the dongle may not be recognized.

2.4 Using Zeppelin Toolbox

To install Zeppelin Toolbox Applications, insert the Zeppelin Software Release CD.

The Menu will start automatically.

If the menu doesn't run automatically, browse to CD directory, and double-click on - StartToolboxInstaller.EXE

The menu will open, showing the various options the user can select. The following are the Menu Options :

User Manual
Application Information
Install Applications
Install Admin Patch
Zeppelin Compliance Test

2.4.1 User Manual

The “User Manual” (This Document) explains about the various features available in the Zeppelin Toolbox.

2.4.2 Application Information

The “Application Information” opens an HTML file, which lists the applications that are contained in the CD. The Application Name, Toolbox (Basic / Optional), Business Unit, and the CD in which the application exe exists. Each of the application is provided with a hyperlink, which will open the Readme file of that application.

Important Points to Note before actually running the Zeppelin Toolbox Installer are also displayed.

2.4.3 Install Applications

To (un)install applications click on “Install Applications”.

The Toolbox Installer involves the following steps.

Step 1 **Toolbox Introduction Screen**

Step 2 **Scanning for the Installed Applications**

Step 3 **Original / Incompatible Applications Display (Optional)**

Step 4 **Selection of Applications for Installation / Uninstallation**

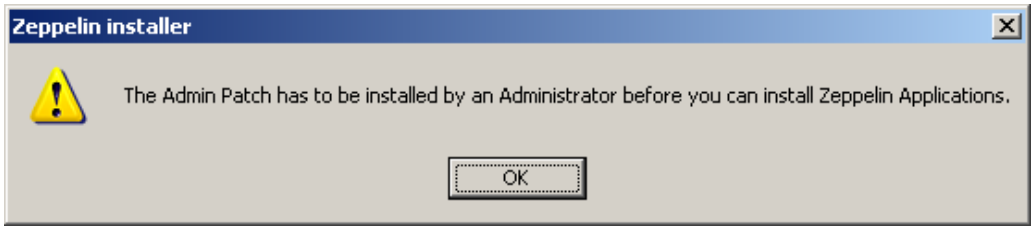
Step 5 **Installation Sequence**

Step 6 **Installation Progress Screen**

Step 7 **Final status Screen**

If the FSE has only user rights on the laptop and the admin patch is not installed, the user should contact the administrator to install the admin patch. For details refer section 2.3.4

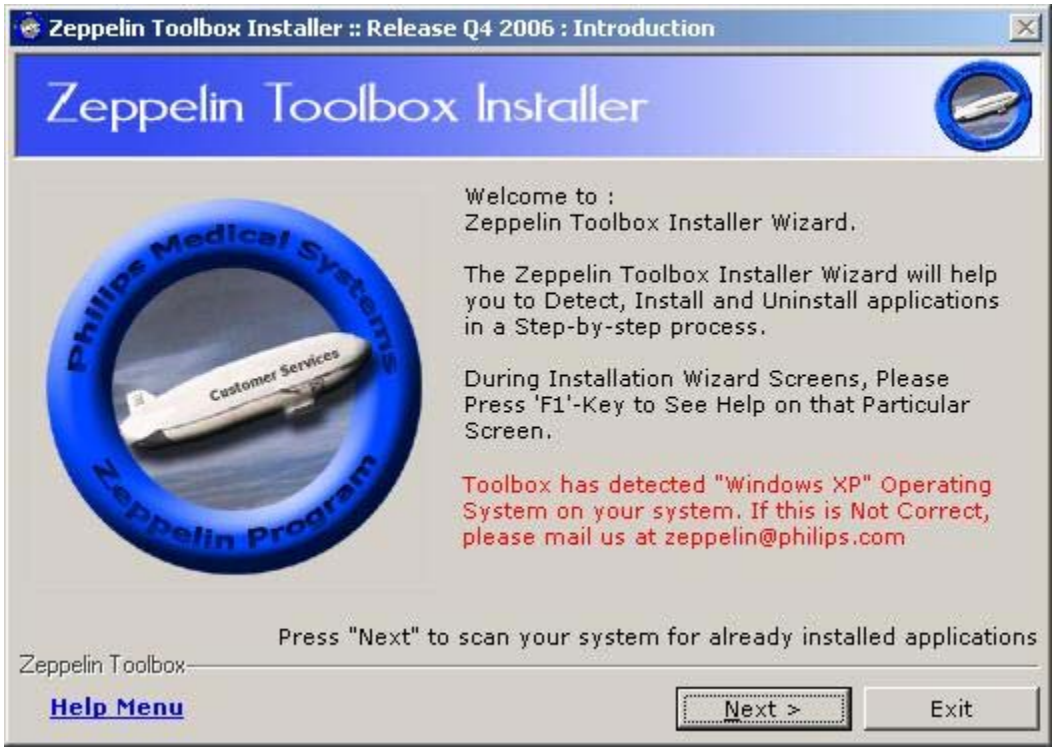
If the user doesn’t have admin rights, the installer quits after displaying the following message.


Zeppelin installer
The Admin Patch has to be installed by an Administrator before you can install Zeppelin Applications.
OK

If the user has admin patch installed or the user is an administrator, the user will not be prompted for admin patch installation. Toolbox Installer will continue loading.

2.4.3.1 Step 1: Toolbox Introduction Screen

This screen will have a brief description about the Toolbox Installer.


Zeppelin Toolbox Installer :: Release Q4 2006 : Introduction
Zeppelin Toolbox Installer
Welcome to :
Zeppelin Toolbox Installer Wizard.
The Zeppelin Toolbox Installer Wizard will help you to Detect, Install and Uninstall applications in a Step-by-step process.
During Installation Wizard Screens, Please Press 'F1'-Key to See Help on that Particular Screen.
Toolbox has detected "Windows XP" Operating System on your system. If this is Not Correct, please mail us at zeppelin@philips.com
Press "Next" to scan your system for already installed applications
Zeppelin Toolbox
Help Menu
Next >
Exit

Click ‘Next’ to proceed with the installation. The ‘Next’ button can also be pressed by using the Shortcut Key – (Alt + N).

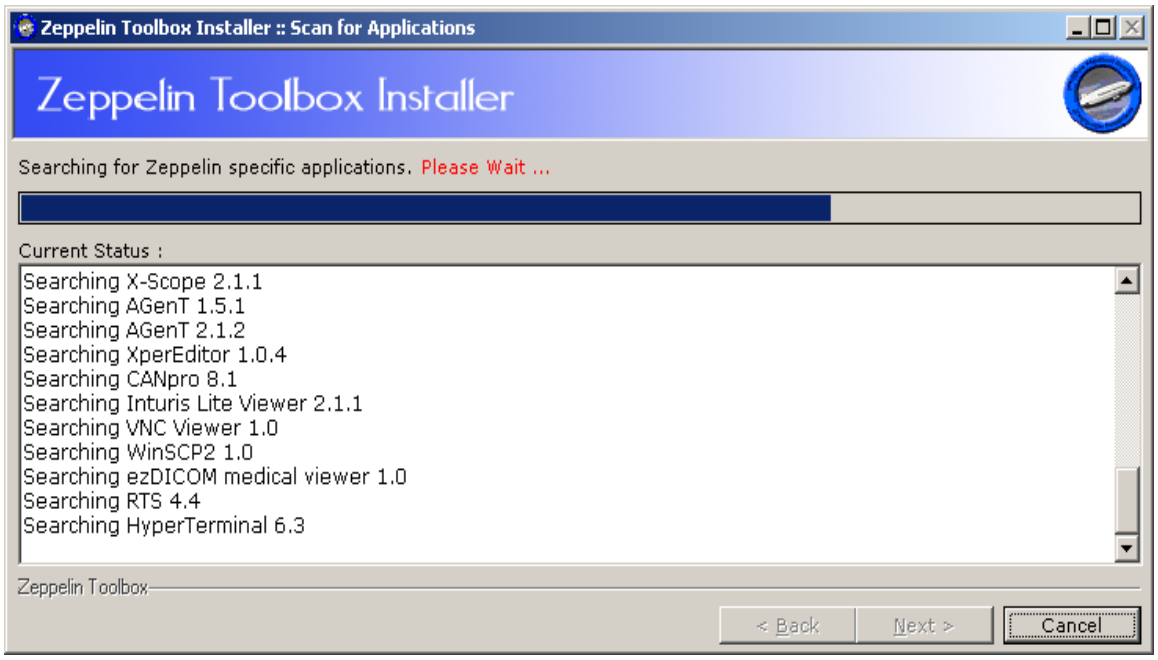
This screen also displays the Operating System it has detected. If the displayed information is not correct, the user is requested to mail to zeppelin@philips.com

If the detected Operating system is neither Windows 2000 nor Windows XP, the following screen is displayed.

Zeppelin Toolbox Installer - Release Q4 2006
This Toolbox supports only Windows 2000 and Windows XP.
Please contact your Local IT for installation.
OK

2.4.3.2 Step 2: Scanning for the Installed Applications

The Toolbox Installer scans the machine for the installed Zeppelin Applications.



In this screen, Toolbox scans for any Fabric or Incompatible Application installed.

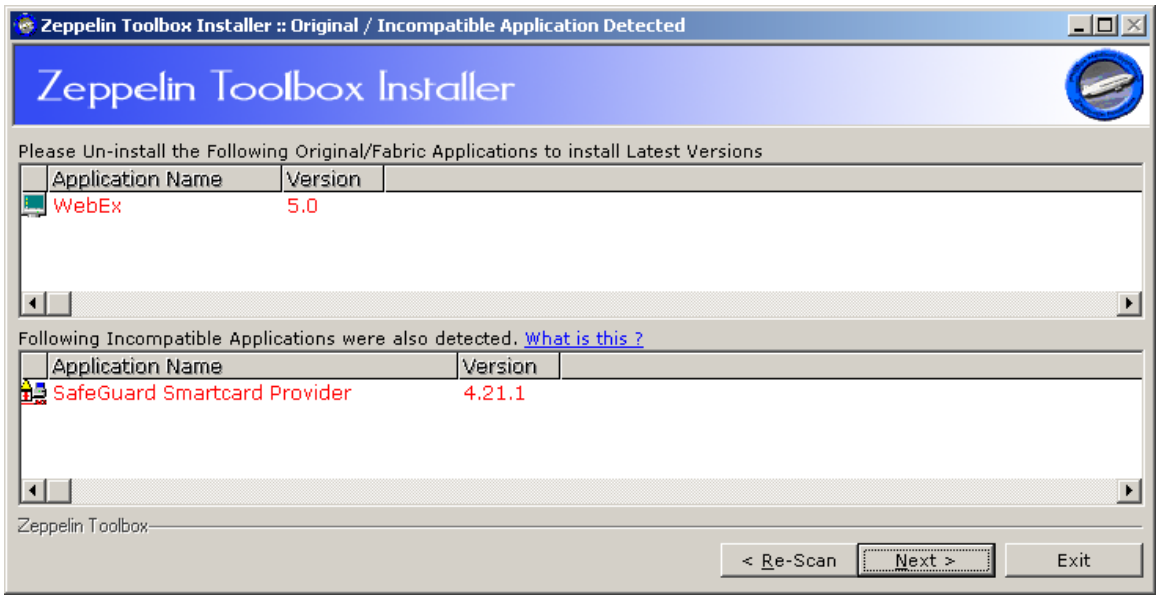
Fabric applications are Zeppelin Applications that are installed using its original source or using Customer CS CD ROM.

Incompatible applications are specific to Operating System installed in the user's notebook. If any of the installed applications are not compatible to the installed OS, it is displayed in the next screen.

The scan may take some time to complete. This is a mandatory step to proceed with the Toolbox installer. The installer process will exit if the user chooses to cancel.

2.4.3.3 Step 3: Original / Incompatible Applications Display (Optional)

The lists of Fabric and / or Incompatible applications are listed in this screen.

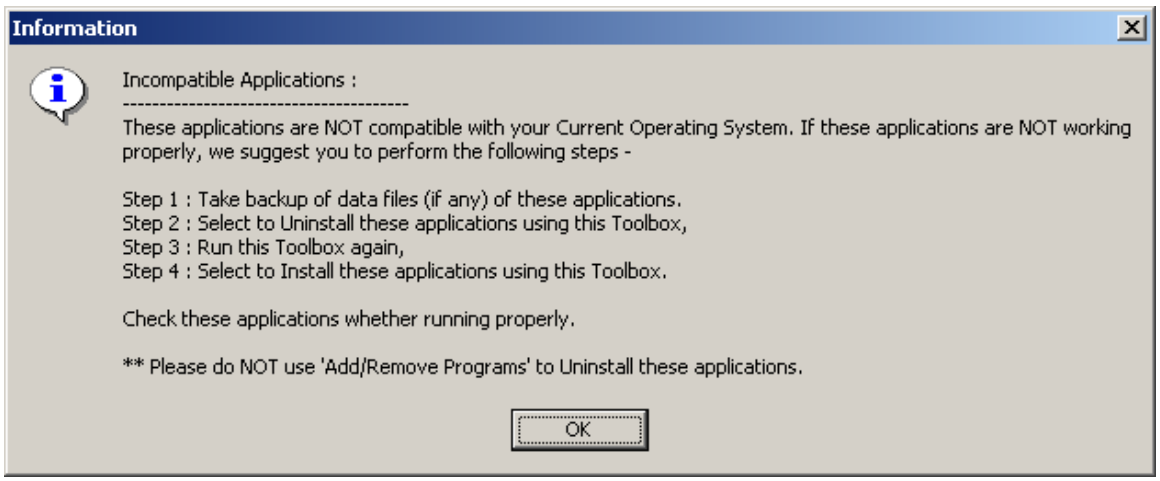


The user will have to first manually uninstall the Fabric applications, if he wants to install the scripted versions from the Toolbox. However, this will not stop the user from using the toolbox for the (Un)Installation of the other applications.

The Incompatible applications are not mandatory to remove unless these applications are not working properly. To install a compatible version of the same application, the user should first uninstall it using Toolbox and then run the Toolbox again and select the same application for installation.

All the Fabric applications listed above have to be uninstalled using the Windows Add/Remove Programs or by other means. After the uninstallation, the machine has to be Re-Scanned to confirm that the application is uninstalled.

The user may click on "**What is this?**" link to read more details on Incompatible applications, which shall display the following message.


Information
Incompatible Applications :
These applications are NOT compatible with your Current Operating System. If these applications are NOT working properly, we suggest you to perform the following steps -
Step 1 : Take backup of data files (if any) of these applications.
Step 2 : Select to Uninstall these applications using this Toolbox,
Step 3 : Run this Toolbox again,
Step 4 : Select to Install these applications using this Toolbox.
Check these applications whether running properly.
** Please do NOT use 'Add/Remove Programs' to Uninstall these applications.
OK

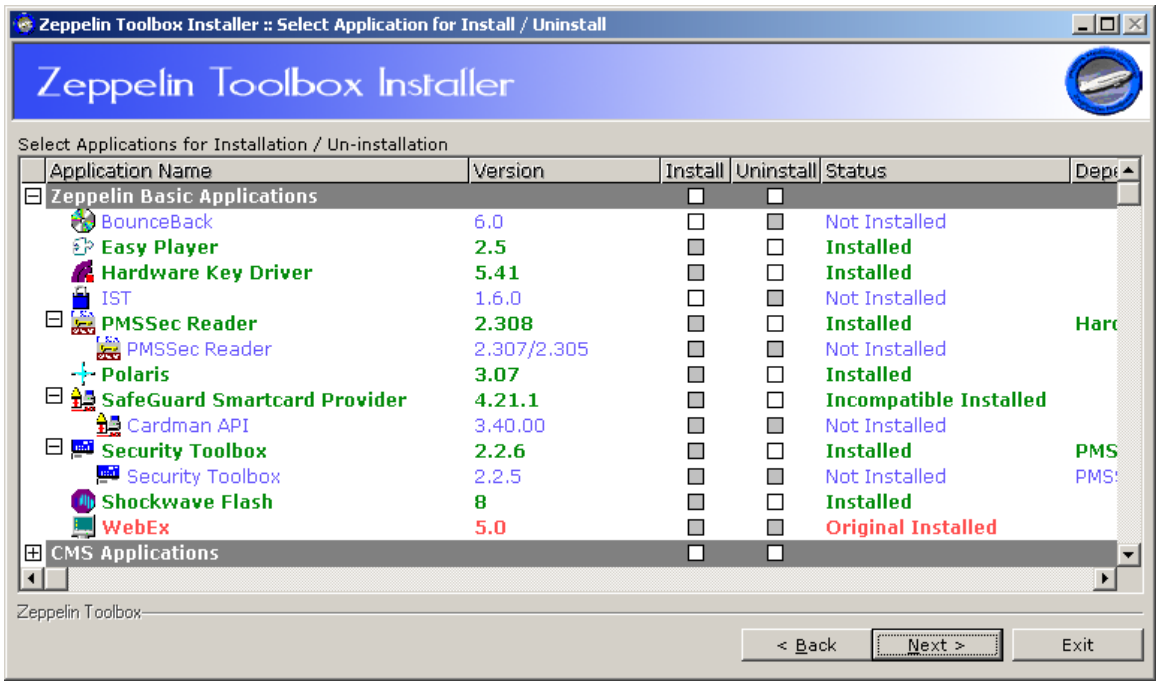
If there is no Fabric or Incompatible application installed then this screen is automatically skipped. This screen will be shown if at least one application is found, that is Fabric or Incompatible.

If any application was uninstalled, Re-Scan shall be used to get the present status of the installed Zeppelin application.

The 'Re-Scan' can also be called by using the Shortcut Key – (Alt + R)

2.4.3.4 Step 4: Selection of Applications for Installation / Uninstallation)

This screen displays the Zeppelin Applications in this release. The users will be able to select the applications for Installation or Uninstallation.



The following details are shown in this screen –

Application Name

Application Version

Install / Uninstall Checkboxes

Current Status

Dependency

The applications are listed under the Zeppelin Basic application and BU specific groups. To display the applications under a particular group, expand the list by clicking on the '**+**' icon next to the Group name. By clicking on the '**-**' icon next to the Group name, the application list can be collapsed. By default only Zeppelin Basic Applications will be expanded and all the other applications belonging to other Business Units will be collapsed.

Earlier versions of an application, if any, can be viewed by clicking on the '**+**' icon shown next to the application name. This can be hidden again by clicking on the '-' icon next to the name of the application.

A scrollbar is provided on the right hand side to scroll through the applications and all the BUs.

☞ **For an application belonging to multiple Business Units, if the application is selected for one Business Unit, it will automatically be selected in other Business Units to which it belongs.**

DIME1.1.7 and InCenter Offline Viewer 3.0 included in the Toolbox need .NET Framework1.1 to be installed as a prerequisite. If any of these 2 applications are selected and the .NET Framework1.1 is not already installed, the following prompt is displayed when clicked on the “Next” Button.

Zeppelin Toolbox Installer
"Dime 1.1.7 or Incenter Offline Viewer 3.0" requires Microsoft .NET Framework v1.1 to be installed.
Do you want to install .NET Framework v1.1 AUTOMATICALLY ??
Yes
No

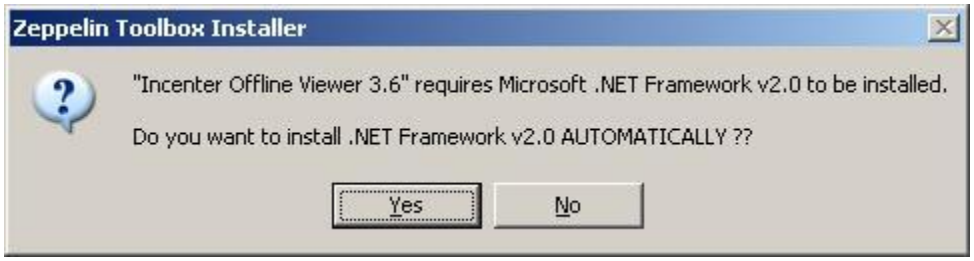
Selecting “Yes” shall allow the Toolbox to proceed with installing .NET Framework automatically into the local system. Otherwise, the user has to choose “No” and uncheck these applications to proceed further.

However, the “.NET Framework 1.1” and “.NET Framework Service Pack 1” can also be manually installed by executing the following Installer files from the Toolbox disc:

.NET Framework 1.1
<CD/DVD ROM Drive>:\dotNetFramework\dotNETfx.exe

.NET Framework 1.1 SP1
<CD/DVD ROM Drive>:\ dotNetFramework\NDP1.1sp1-KB867460-X86.exe

InCenter Offline Viewer 3.6 included in the Toolbox need .NET Framework 2.0 (and WindowsInstaller3.0 or above) to be installed as a prerequisite. If this application is selected and the .NET Framework 2.0 is not already installed, the following prompt is displayed.


Zeppelin Toolbox Installer
"Incenter Offline Viewer 3.6" requires Microsoft .NET Framework v2.0 to be installed.
Do you want to install .NET Framework v2.0 AUTOMATICALLY ??
Yes
No

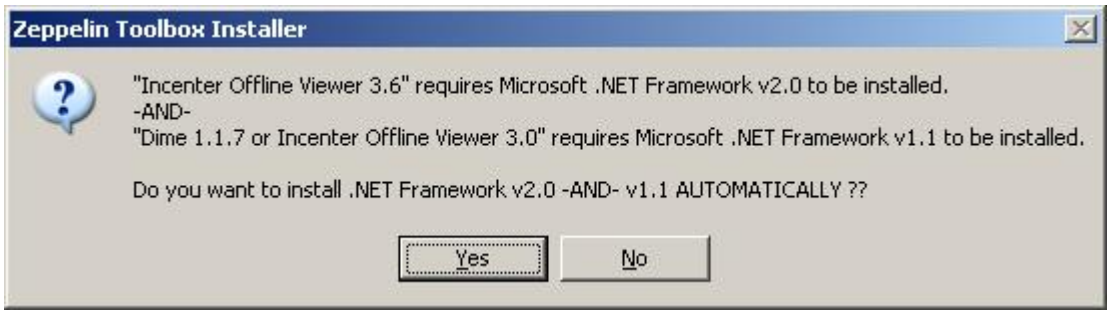
Selecting “Yes” shall allow the Toolbox to proceed with installing .NET Framework automatically into the local system. Otherwise, the user has to choose “No” and uncheck these applications to proceed further.

However, the “.NET Framework 2.0” can also be manually installed by executing the following Installer file from your CD/DVD ROM Drive:

WindowsInstaller3.1
<CD/DVD ROM Drive>:\WindowsInstaller3.1\WindowsInstaller3.1.EXE

.NET Framework 2.0
<CD/DVD ROM Drive>:\dotNetFrameworkv2\dotNETfx.exe

If “InCenter Offline Viewer 3.6” is selected along with “DIME 1.1.7” and both of the .NET Framework version’s (1.1 & 2.0) are not installed then the following prompt is displayed


Zeppelin Toolbox Installer
"Incenter Offline Viewer 3.6" requires Microsoft .NET Framework v2.0 to be installed.
-AND-
"Dime 1.1.7 or Incenter Offline Viewer 3.0" requires Microsoft .NET Framework v1.1 to be installed.
Do you want to install .NET Framework v2.0 -AND- v1.1 AUTOMATICALLY ??
Yes
No

Selecting “Yes” shall allow the Toolbox to proceed with installing .NET Framework automatically into the local system. Otherwise, the user has to choose “No” and uncheck these applications to proceed further.

Unlike other applications, “Incenter Offline Viewer 3.0” and ““Incenter Offline Viewer 3.6” version are available for installation. However, both versions cannot be installed in the same system. If both are selected to install, the following error is displayed when clicked on “Next”. The user has to uncheck any one of the versions to proceed further.

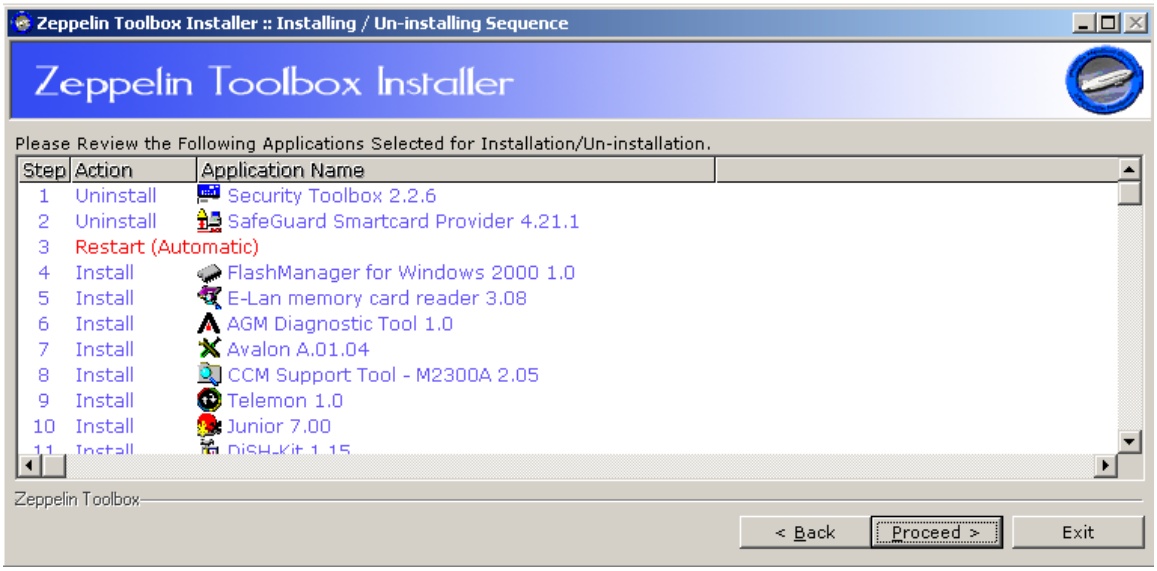
Not allowed - Zeppelin Installer
You cannot select to install both versions of Incenter Offline Viewer. Please un-check one of them to proceed further.
OK

The list of detected Fabric/Incompatible applications can be re-visited by clicking the back button.

Quick Guide to understand Installed and Uninstalled applications in Toolbox Installer :

	Condition	CheckBox Status	Text Display Status
App Not Having Old Version			
	If **scripted Application** is installed	Only Uninstall Checkbox will be enabled	The application will be displayed with Green Bold text
	If **Fabric Application** is installed	None of the Check boxes will be enabled	The application will be displayed with Red Bold text
	If the Application is **not installed**	Only Install Checkbox will be enabled	The application will be displayed with Blue Normal text
App Having Old Version			
	If **older version** is installed Using Scripted App	Uninstall Checkbox for Older version is enabled. Install Checkbox for New application is enabled.	Older version will be displayed with Green with Bold Text. New application will be displayed with Blue Normal text.
	If **older version** is installed Using Fabric App	None of the Checkboxes for both the Old and New Version of the Applications will be enabled.	Older version will be displayed with Red and Bold Text. New application will be displayed with Red Normal text.
	If **New Application** is installed using Scripted App	None of the Checkboxes for the Older version will be enabled. Only Uninstall Checkbox for New Application will be enabled.	Older version will be displayed with Blue Normal text. New Application will be displayed with Green Bold text.
	If **new Application** is installed using Fabric Application	None of the Checkboxes for both the Old and New Version of the Applications will be enabled.	Older version will be displayed with Blue Normal text. New application will be displayed with Red Bold text.
	If neither old nor new version is installed	None of the Checkboxes for the Older version will be enabled. Only Install Checkbox for New Application will be enabled.	Older version will be displayed with Blue Normal text. New Application will be displayed with Blue Normal text.
	If Incompatible Version is installed	Only Uninstall Checkbox will be enabled	The application will be displayed with Green Bold text

2.4.3.5 Step 5: Installation Sequence


Zeppelin Toolbox Installer :: Installing / Un-installing Sequence
Zeppelin Toolbox Installer
Please Review the Following Applications Selected for Installation/Un-installation.
Step
Action
Application Name
1 Uninstall Security Toolbox 2.2.6
2 Uninstall SafeGuard Smartcard Provider 4.21.1
3 Restart (Automatic)
4 Install FlashManager for Windows 2000 1.0
5 Install E-Lan memory card reader 3.08
6 Install AGM Diagnostic Tool 1.0
7 Install Avalon A.01.04
8 Install CCM Support Tool - M2300A 2.05
9 Install Telemon 1.0
10 Install Junior 7.00
Zeppelin Toolbox
< Back
Proceed >
Exit

This screen shows the Installation Sequence, depending on the selection that is done in the previous step. The Installation Sequence shows the step-by-step actions that will be executed.

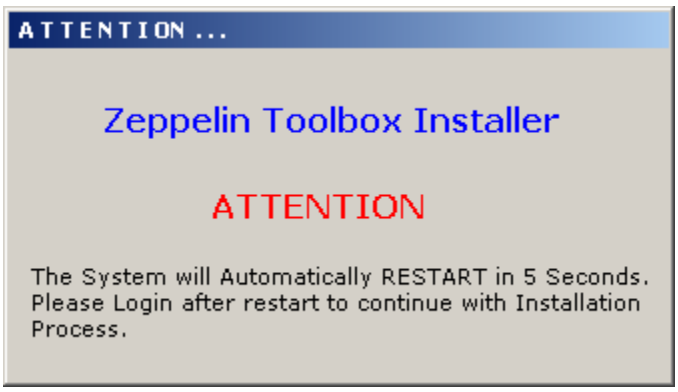
This will also show any Restarts that are required. The user should close all other applications before proceeding.

On clicking the proceed button, the following message will be displayed, if any of the applications selected for installation requires a Restart, and then the Installation and Uninstallation of the applications will start.

Zeppelin Toolbox Installer - Release Q4 2006
One or more selected application(s) requires automatic RESTART during install / uninstall.
Please CLOSE all other application windows BEFORE proceeding.
OK

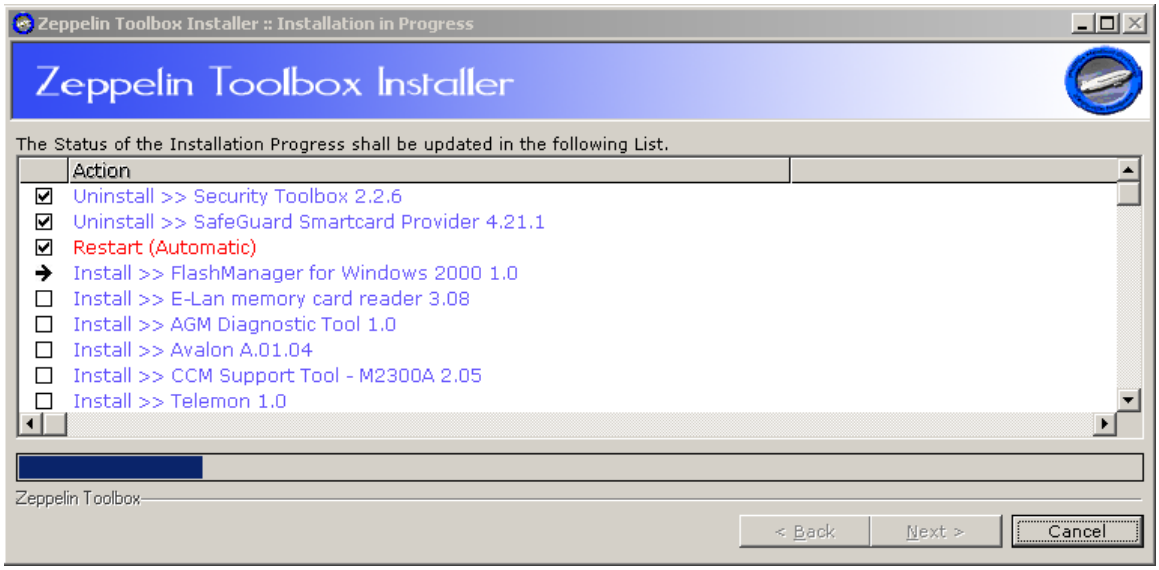
If none of the application requires a Restart then, the above message will not be displayed and directly the installation and uninstallation of the applications start.

After installation or un-installation, if any of the selected applications requires a Restart, the following screen is displayed for 5-10 seconds before restarting.


ATTENTION ...
Zeppelin Toolbox Installer
ATTENTION
The System will Automatically RESTART in 5 Seconds.
Please Login after restart to continue with Installation Process.

After the restart, the following screen is displayed and Toolbox continues with the remaining installation / un-installation. The following window is automatically closed.

2.4.3.6 Step 6: Installation In Progress Screen


Zeppelin Toolbox Installer :: Installation in Progress
Zeppelin Toolbox Installer
The Status of the Installation Progress shall be updated in the following List.
Action
Uninstall >> Security Toolbox 2.2.6
Uninstall >> SafeGuard Smartcard Provider 4.21.1
Restart (Automatic)
Install >> FlashManager for Windows 2000 1.0
Install >> E-Lan memory card reader 3.08
Install >> AGM Diagnostic Tool 1.0
Install >> Avalon A.01.04
Install >> CCM Support Tool - M2300A 2.05
Install >> Telemon 1.0
Zeppelin Toolbox
< Back
Next >
Cancel

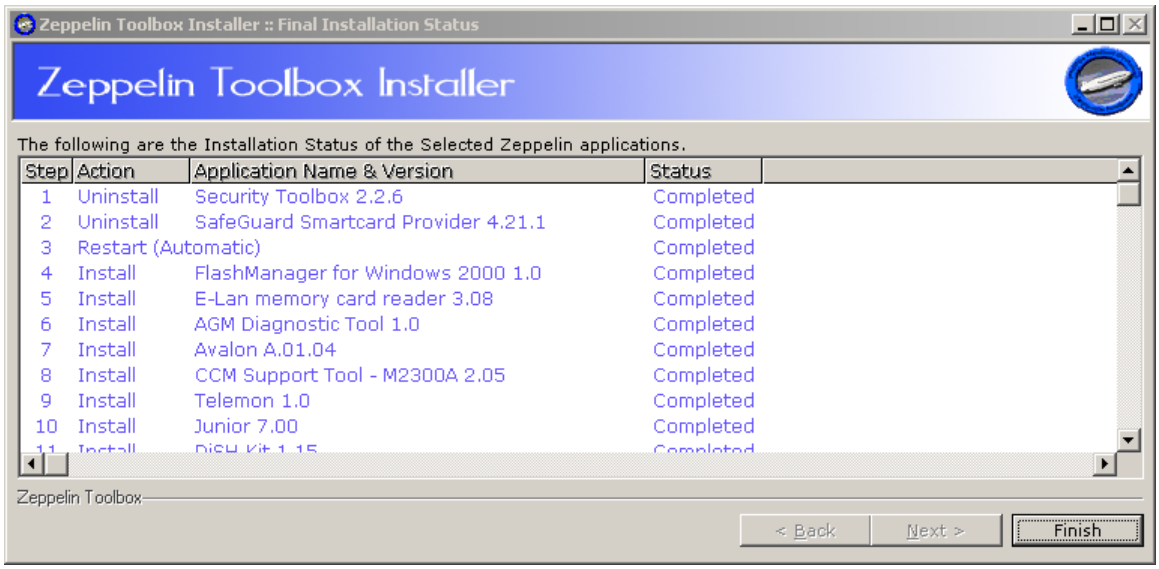
This screen displays the step-by-step progress of the Installations. As the (Un)Installation of application completes, the checkbox next to that application will be checked.

After completing all the application Installations in the selected Sequence, next screen (Final Status Screen) will be automatically displayed.

If the Installation is cancelled in between, the installer will install the current application and stop. It does not continue installing the further applications.

After restart the Toolbox installer starts from the next application in the list.

2.4.3.7 Step 7: Final status Screen


Zeppelin Toolbox Installer :: Final Installation Status
Zeppelin Toolbox Installer
The following are the Installation Status of the Selected Zeppelin applications.
Step Action Application Name & Version Status
1 Uninstall Security Toolbox 2.2.6 Completed
2 Uninstall SafeGuard Smartcard Provider 4.21.1 Completed
3 Restart (Automatic) Completed
4 Install FlashManager for Windows 2000 1.0 Completed
5 Install E-Lan memory card reader 3.08 Completed
6 Install AGM Diagnostic Tool 1.0 Completed
7 Install Avalon A.01.04 Completed
8 Install CCM Support Tool - M2300A 2.05 Completed
9 Install Telemon 1.0 Completed
10 Install Junior 7.00 Completed
Zeppelin Toolbox
< Back
Next >
Finish

This screen shows the status after the Installation of all the applications is completed.

If the installer has not found an application's exe for installation, then it will skip the installation of that application and continue with the next one. In such cases the Status for the application will be displayed as Skipped.

If the Installation is cancelled in between, the installer will install the current application and stop. It does not continue installing the further applications. In this case the next application will have a status of 'Cancelled'. The rest of the applications in the sequence will have the Status as 'Aborted'.

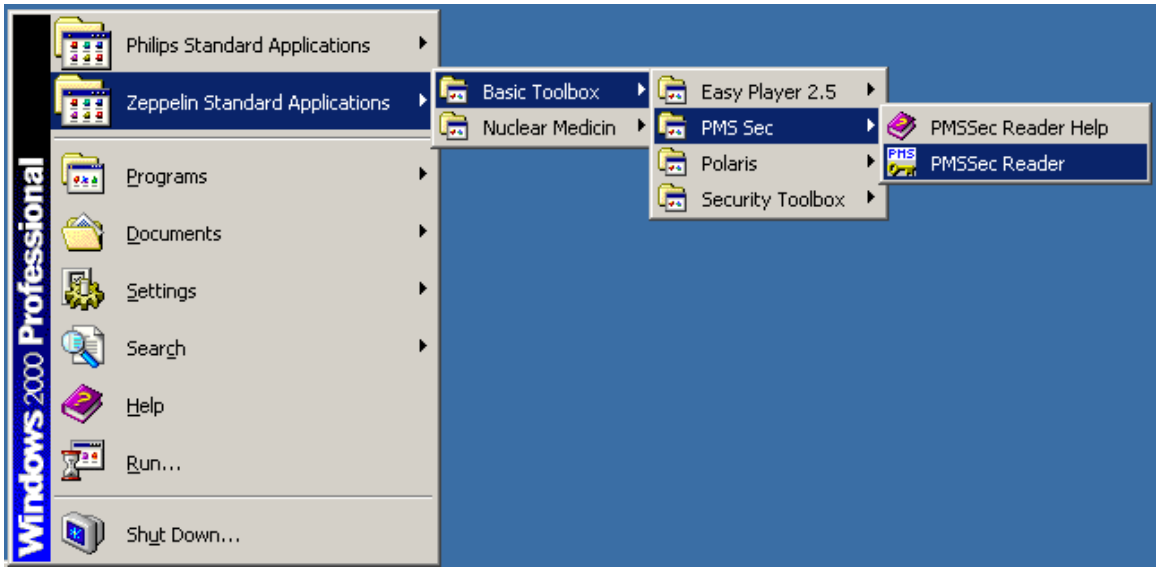
Click on Finish, the following message box will be displayed. If the user confirms the Restart the machine will restart.

Zeppelin Toolbox Installer - Release Q4 2006
The System Requires a Reboot to Complete the Installation.
Do you want to Restart Now ?
Yes
No

2.3.3.8 Shortcuts for Installed applications

Shortcuts for installing the application will be available in Start -> Zeppelin Standard applications -> <Business Unit> -> Application Name.

For example:
PMSSec is a Zeppelin Basic application. When this application is installed via toolbox, it will be available at Start -> Zeppelin Standard applications -> Basic Toolbox -> PMSSec.



The application shortcuts will be available under Start -> Zeppelin Standard Applications.

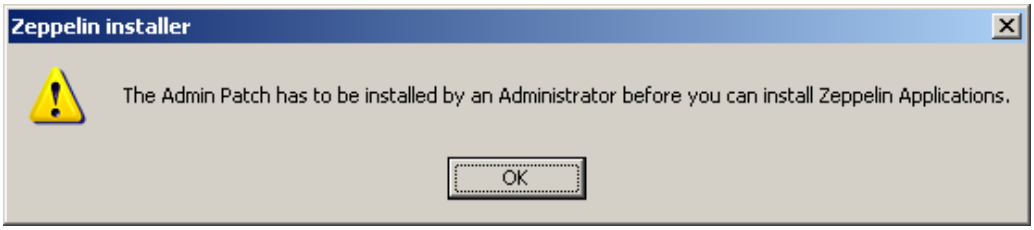
2.4.4 Install Admin Patch

Some of the applications need administrator rights for installation. If the user doesn't have admin rights, the user should contact the administrator to install the admin patch.

On installing the patch a local administrative account will be created that will be used by the Toolbox Installer program. Now the user can log on with an account having only user rights. The toolbox applications will be installed using the admin patch user account.

Only an administrator can install the Admin Patch.

Else the Installer displays the following message before quitting.


Zeppelin installer
The Admin Patch has to be installed by an Administrator before you can install Zeppelin Applications.
OK

If the FSE is the local administrator of his laptop, the ADMIN Patch is not required.

2.4.5 Zeppelin Compliance Test

The user can check the notebook (laptop) for Zeppelin Compliance. This can be done by running "Zeppelin Compliance Test" from the Toolbox Menu. The tool checks the Hardware, OS and the applications for Zeppelin Compliance. At the end it automatically opens the report in the default browser. The report is self-explanatory.

This tool also submits the report to a central database. If the user is not connected to the network, it displays an error message. The user is then requested to send the Zepcom.txt file via mail to zeppelin@philips.com.

3 Toolbox FAQ

The following Frequently Asked Questions have been compiled to assist the user with common queries faced while using the toolbox.

How do I get help if I encounter problems using the toolbox?
Please send a mail explaining in detail the problems faced while using the toolbox to: zeppelin@philips.com

- **Should the Toolbox installer be installed?**

✓ Toolbox installer is the one that is going to guide you through the installation process once you insert Toolbox CD. So there is no special installation required.

- **What is fabric application?**

✓ Fabric applications are Zeppelin applications that are installed using its original source or using Customer CD.

- **What is Zeppelin Complies?**

✓ Following are the configurations that Zeppelin complies

Hardware
- DELL Latitude D600, D610
- The DELL Latitude C610 and DELL Latitude C810 will continue to be supported by Zeppelin until the end of 2005.

OS
- Windows 2000 Professional (Service Pack 4)
- Windows XP Professional (Service Pack 1)

- **How do I subscribe for Zeppelin toolbox CD?**

✓ To receive Zeppelin CDs, you must register at the Zeppelin website to also receive these CDs in future. Visit: http://pww.zeppelin.philips.com/ ... and Click on "New User Sign Up" link. Provide your details and Subscribe to "Zeppelin Toolbox".
This will ensure that, you receive all future releases of the same.

- **“Picollo open failed. Error reason is: Invalid or expired license code/key. Please check for updated key.”?**

✓ The problem reported has to do with the **pipe.ini** file, which contains the license key and seems corrupt.

Workaround: Please download the file from (http://pww.zeppelin.philips.com/zeppelin/user/toolbox.asp) to the "C:\Program Files\Polaris" folder and restart Polaris. This will solve the problem.

- **“Runtime error 339” in Zeppelin Data collection?**

✓ It seems, one of the system file is missing or not registered properly. To correct this error, please follow the given steps.

1. Search for the file "mscomctl.ocx" in your system (Typically, the file should be located:

In C:\WINNT\system32 folder - for Windows 2000

In C:\Windows\system32 folder - for Windows XP)

2. If you cannot find the file, please contact your local IT Department and

ask them for this file. (This is an important file for Windows OS)

3. If you can find the file in the above mentioned folder path, please execute the following command in the "**Command Prompt** - **C:\>**" and then try running the ZepCom.exe file again.

Regsvr32 mscomctl.ocx

- **Should I run IST first in admin mode?**

✓ The IST application must be run as a privileged user(i.e. from Administrator login) at least once. The unprivileged user should select IST to run at Windows Startup:(i.e. IST Control Panel | Tools | Options | Launch IST at Windows Startup).

- **Not able to do "restore defaults" in UpLink**

✓ "Restore Defaults" of UpLink needs to be initialized first.

Workaround: So, in order to initialize "Restore Defaults" run "UpLink 4.2" once.

- **What is the role of Admin Patch in Zeppelin Toolbox?**

✓ Before the predefined software deployment is used by FSE, the Admin Patch has to be installed. This patch installs a local administrative account that will be used by the Toolbox Installer program. A user (without admin rights) can log on with his/her own account and install the applications. Only a user with admin rights can install the Administrator Patch.

- **Is it mandatory to install the applications using install.exe and uninstall the applications using uninst.exe?**

✓ If you are using the msi file for installation of the application then some of the features may not get installed, which will create problems while running the applications. Also for uninstallation, the uninst.exe must used. If you are using Windows Add/Remove programs for uninstallation then the application may not uninstall completely. Hence always use install.exe and uninst.exe

- **What is the correct way of installing scripted PMSSec application if fabric application was installed earlier?**

✓ Steps for installing PMSSec:

1. Remove the PMSSec dongle
2. Uninstall the applications from add remove program in the following sequence:
   - Security Toolbox
   - PMSSec
   - Cardman API / SGSCP (SafeGuard Smart Card Provider)
   - Cardman USB (restart the laptop)
3. Install the downloaded applications in the following order
   - Cardman USB (restart the laptop)
   - SGSCP (SafeGuard Smart Card Provider) earlier Cardman API
   - PMSSec
   - Security Toolbox
4. Now if you still have issues, run these two commands:
   - Regsvr32 %windir%\system32\scardssp.dll
   - Scardsvr reinstall

and restart the machine.

If you still face any issues, please refer to the knowledge base (Zeppelin Home Page -> Support -> Knowledge Base) to get quick resolutions.

- **How do I get scripted SafeGuard Smartcard Provider 4.21.1 installed properly?**

✓ Before installing the SafeGuard Smartcard Provider 4.21.1, you have to install

Cardman USB 6020. Uninstall SafeGuard Smartcard Provider 4.21.1 from the uninst.exe(if Cardman USB is not installed), install Cardman USB 6020 v 3.7.3.12. Restart the system and then proceed with the installation of SafeGuard Smartcard Provider 4.21.1.

- **Using toolbox installer, if I reach step 3 and uninstall some Fabric Applications do I need to Rescan?**

✓ YES. If you are already in **Step 3 (**Original (Fabric/ Non-Scripted) Applications Installed) and now you are uninstalling the Fabric Application, then you need go back to the Rescanning Step (**Step2**). This will again detect for the Fabric Applications installed and displays the latest status. After the uninstallation of the Fabric Application, if the machine is not rescanned then the latest status will not be updated in subsequent steps.

- **Dell D600 / D610 laptop is not recognizing the Dongle / Smart Card.**

✓ The D600 / D610 has a built in SmartCard Reader. When installing the CardMan API/Safeguard Smartcard Provider, it automatically takes that one as the default.

Click on "Control Panel""
Select CardMan API/Safeguard Smartcard Provider

The following information will be displayed:

List of available SmartCard readers :
- O2 Micro PCMCIA Reader 0 ID A
- Omnikey CardMan 6020 0

Perform the following operations:
- Place the cursor on O2 Micro PCMCIA Reader 0 and click on Delete
- Then, place the cursor on Omnikey CardMan 6020 0 and click on Assign.
- Now assign CardMan reader ID A

- **All existing applications will be deleted if we use this Zeppelin CD.**

✓ This is not true. Zeppelin Program is to standardize the PC platform and the applications are scripted to install in a standard way. If non-Zeppelin standard apps are installed in the machine, the Zeppelin Toolbox will not allow you to install such applications. So only after you uninstall these apps, you can install the applications.

- **Error "Cannot find a Security Device" / "Non-Existing service ScarSvr" / "Can't file scardssp" after installing new security application**.

✓ After upgrading / re-installing any of the following apps (Carman USB, SafeGuard Smart Card Provider, PMSSec Reader, Security Toolbox), if security application is not coming up run the following from command prompt:

Regsvr32 %windir%\system32\scardssp.dll
Scardsvr reinstall

Reboot the system.

Please Note: This is true only for Smartcard based/USB dongle and not for old blue/grey parallel port dongle. The old parallel port dongles have HW Key # less than 18000. The command prompt will work only for HW Key # 18000 and above.

- **Installation guidelines for E-Lan memory card reader 3.21.**
  - ✓ Before installing the E-Lan memory card reader 3.21 please uninstall E-Lan memory card reader 3.08 (if existing) and then restart your system and then install this new version.
  - ✓ Flash manager is not required for **E-Lan memory card reader 3.21.**

- **What are the Laptop models supported by E-Lan memory card reader 3.21**
  - ✓ E-Lan memory card reader 3.21 has been tested to work on the laptop models such as D610, D600, C610

- **Which OS versions are supported by E-Lan memory card reader 3.21**
  - ✓ E-Lan memory card reader 3.21 is compatible with Windows 95, 98, ME, NT4, 2000 and XP

- **Polaris 3.07**
  - ✓ The PowerPoint Slide show that comes with Polaris must be started the first time as a local administrator. After that, the slideshow works with a normal user.

- **PMSSec 2.307 or higher**
  - ✓ PMSSec must be started the first time as a local administrator to create customizations to some specific files. After that, PMSSec can be used as a normal user.

- **SafeGuard Smartcard Provider 4.21.1**
  - ✓ Before installing the SafeGuard Smartcard Provider 4.21.1, you have to install Cardman USB 6020 v3.7.3.12.

- **Uplink 4.0.2**
  - ✓ To install Uplink 4.0.2, ensure that PMSSec 2.307 or higher is running.

- **ServiceNet Authorization Code / password Request.**
  - ✓ When the laptop has Service net installed, the machine starts up with a prompt for entering password. This application has been obsoleted. Please un-install this application. Goto Start -> Settings -> Control Panel -> “Add Remove Programs” -> ServiceNet. Click on Remove. This will uninstall the Service net application.

- **Uplink 3.1.6**
  - ✓ To install Uplink 3.1.6, ensure that PMSSec 2.307 or higher (updated with aussi.pms) is running. Updating the Tasklist: 1. Launch the PMS Sec Reader either from the Start menu or a Desktop icon. 2. After entering your password, click on the PMS key in the tray near the clock and select the option to update the tasklist. Select the "aussi.pms" as the new tasklist. This expanded tasklist will support all the previous ultrasound features plus current training packages.

- **Uninstalling Hardware Key Driver.**
  - ✓ Go to Start Menu / Settings/ ControlPanel/AddRemove Programs. This application will be listed in the Add/Remove Programs screen as "**Sentinel System Driver**". To remove this application click on remove button against "Sentinel System Driver".

- **Laptop restarts as soon as PMSSec is used. PMSSec is installed on a FAT32 partition.**
  - ✓ This is a known issue. PMSSec should be installed on NTFS partition. As the CODE doesn’t support FAT32 partition, it is recommended not to have a FAT32 partition.

- **After uninstallation of Hardware Key Driver 5.41 (fabric application) and then installation of "Hardware Key Driver 5.41" using the Zeppelin Toolbox CD, the**

installation did not succeed.

✓ Root Cause of the problem is:
The uninstallation of the Fabric application Hardware Key Driver 5.41, does not remove all the files which it has created. It leaves a folder "C:\WinNT\System32\RNBOSENT" with a file "SETUPX86.exe".
The workaround for the problem is as follows :
On a machine on which the Fabric Application of Hardware Key Driver 5.41 is installed :
step 1 - Uninstall the application using the Add/Remove Programs.
step 2 - Delete the folder c:\winNT\System32\RNBOSENT
step 3 - Restart the laptop.
step 4 - Install the new scripted Hardware Key Driver 5.41 using the Zeppelin Toolbox.
step 5 – Restart the laptop. The application should get installed properly now.

□ **I am having Win2K SP3 Ver installed, why uplink3.1.6 is not getting installed on my PC?**

✓ The Uplink3.1.6 will get installed only on Win2K SP4 machines. Zeppelin has approved Win2K SP4 during Q3 -2004. Please upgrade your PC to SP4. Run PMSSec 2.307 or higher and ensure that task list is updated with Aussi.pms. Now install Uplink 3.1.6. The application should get installed.

□ **What is meant by "Incompatible applications"?**

✓ The Q3 2005 release of Toolbox is capable of detecting any Zeppelin application, which does not run properly in Windows XP or Windows 2000. These are referred as "Incompatible application".

□ **How do I install a Compatible version of any zeppelin applications in Windows XP or Windows 2000?**

✓ To install a compatible version of the same application, you must uninstall the application using Toolbox only. Then run the toolbox again and install the same application. This will install a compatible version. Also, if the application is not already installed, the toolbox by default installs the compatible version in both Windows 2000 and Windows XP.

□ **What do I do when I get the following message while running toolbox?**

Microsoft Office 2000 SR-1 Premium
Error 1706. No valid source could be found for product Microsoft Office 2000 SR-1 Premium. The Windows installer cannot continue.
OK

✓ This happens when either of the two system Components (MSHFLXGD.OCX and MSCOMCTL.OCX) is not registered properly. Normally MS Office registers those files automatically. If MS Office fails to repair those files, kindly follow the below mentioned steps.

i. Open any MS Office application (Say, MS Word) and close it

ii. Take the Zeppelin CD out of the drive and insert it. So, that Auto-run

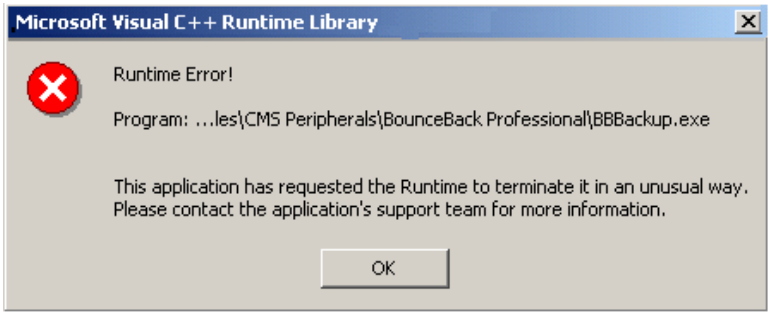
happens

iii. Now, MS Office will automatically repair the files

If the Components are still not registered, kindly send us the error screenshot of the problem to Zeppelin@philips.com

- **"Microsoft Visual C++ Runtime Library" error message box comes when using Bounce Back Remainder in User mode?**

✓ This is a known issue. Restart the machine after getting this message.


Microsoft Visual C++ Runtime Library
Runtime Error!
Program: ...les\CMS Peripherals\BounceBack Professional\BBBackup.exe
This application has requested the Runtime to terminate it in an unusual way.
Please contact the application's support team for more information.
OK

- **Bounce Back Launcher in system tray.**

✓ If you see Bounce Back Launcher in system tray please close the launcher. Do not use launcher.

- **When I go to start the PMSSec reader it says the driver is the wrong version:" wanted 117, found 0"?**

✓ This problem occurs when two Versions of PMSSec (both Original Version and Scripted Version) is installed on a machine. Workaround for this problem is as follows,

i. Goto "Add/Remove Programs"

ii. Try to find out "PMSSec Reader" entry from the "Currently installed program" list.

iii. You are expected to find two entries with the same name "PMSSec Reader". If you find the entries, please goto Step 4. Else (if you did not find two entries) e-mail your problem to Zeppelin@philips.com

iv. If you find two entries, Un-install both the applications and restart the machine

v. After restarting, install the latest Version of PMSSec (generally found in Zeppelin website and in latest Zeppelin Toolbox)

Now, try running the PMSSec.

- **Unable to install Easy Player2.5 or installation quits or "Error 1324. The folder path 'EasyGenerator? -Standard Suite-EasyPlayer 2.5' contains an invalid character"?**

✓ EasyPlayer gets successfully installed on "English language settings". So, the workaround for this problem is: change your regional settings in Control panel to "English" and try to install it again. Steps to change your regional settings as follows

i. Goto Control Panel. Double click on "Regional Options" icon to open.

ii. Select “English” under “Language Settings for the system” and click “Set as default”.

iii. Restart the machine and then try installing EasyPlayer2.5

□ **Backup is too slow in Dell D600 laptop?**

✓ Additional power cable for ABS Backup device (USB) will certainly speed up the backup process.

□ **From where can I install Admin Patch?**

✓ It is available in Zeppelin website (http://pww.zeppelin.philips.com/zeppelin/user/Tools.asp) or also in zeppelin toolbox.

Please note that, you need Administrative Privileges to run the Admin Patch.

□ **Toolbox hangs up when login with different User ID?**

✓ For some applications (say, SafeGuard Smartcard Provider 4.21.1) Toolbox generally requires a RESTART to proceed the installation/Un-installation. So, After Restart Please login with the same User ID and password.

For example:

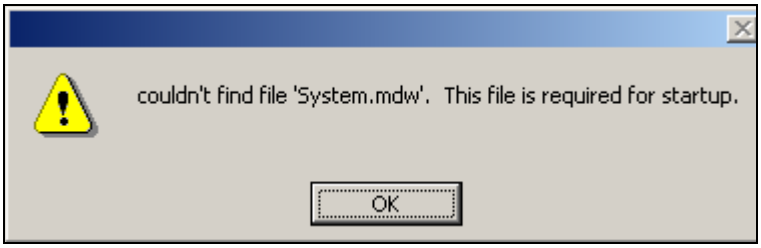
Consider yourself is running Toolbox in **“XYZ”** login and installing an application that requires Restart. After restart, you are required to login with the same account (“**XYZ**” login) until you get the final toolbox screen.

□ **Some applications are not available in Windows 2000 for installation or un-installation?**

✓ There are only 3 X-Ray Applications that falls into this category. They are “Navigator 4.5.2”, “TCOP 6.5.1” and “X-Scope 3.5.1”. These versions have been tested to work only with Windows XP.

The Windows 2000 compatible versions of these applications are “Navigator 3.1.1”, “TCOP 5.1.3” and “XScope 2.1.1”.

□ **The following error message is displayed when trying to run “PMReports” from the shortcut. Is there a workaround?**



✓ If you face the above problem, please run “Microsoft Access” from the shortcuts under “Start Menu” and then close the same. You can run “PMReports” after this and it will run properly.

□ **Incenter Offline Viewer 3.5 or 3.6 does not open the .VOL files in Media Pack DVDs. What seems to be the problem ?**

✓ This is possible for the Incenter Offline Media Pack DVDs released in Q2 2006 or earlier. To use those media packs, Incenter Offline Viewer 3.0 should be used. The application versions 3.5 or 3.6 can ONLY be used with the Media packs released in

Q3 2006 or later

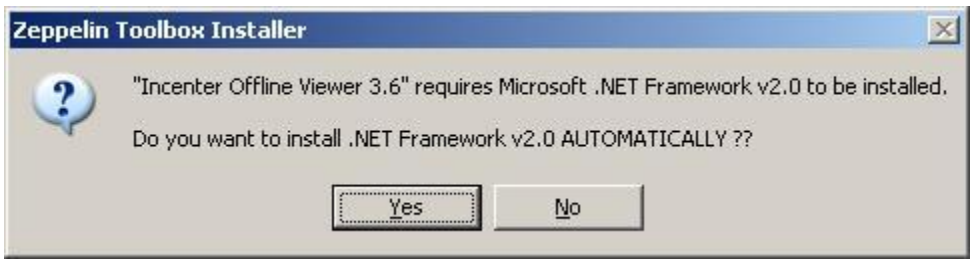
- **Can both versions of Incenter Offline Viewer (3.0 and 3.6) be installed in the same system ?**

✓ More than 1 versions of Incenter Offline Viewer should not be installed to the same system. Before installing a different version, the existing version should be uninstalled at first.

Please note, Toolbox Q4 2006 release allows the user to select one version to install when the other version already exists. The installation screen is also shown. However, it does not get installed actually.

- **Incenter Offline Viewer 3.6 Required .Net Framework 2.0 and windows Installer3.0 or above to be installed in the system.**

✓ InCenter Offline Viewer 3.6 included in the Toolbox requires .NET Framework 2.0 (and WindowsInstaller3.0 or above) to be installed as a prerequisite. If this application is selected and the .NET Framework 2.0 is not already installed, the following prompt is displayed.


Zeppelin Toolbox Installer
"Incenter Offline Viewer 3.6" requires Microsoft .NET Framework v2.0 to be installed.
Do you want to install .NET Framework v2.0 AUTOMATICALLY ??
Yes
No

Selecting “Yes” shall allow the Toolbox to proceed with installing .NET Framework automatically into the local system. Otherwise, the user has to choose “No” and uncheck these applications to proceed further.

However, the “.NET Framework 2.0” can also be manually installed by executing the following Installer file from your CD/DVD ROM Drive:

WindowsInstaller3.1
<CD/DVD ROM Drive>:\WindowsInstaller3.1\WindowsInstaller3.1.EXE

.NET Framework 2.0
<CD/DVD ROM Drive>:\dotNetFrameworkv2\dotNETfx.exe

- **How do I install / uninstall Canpro 8.1?**

✓ The scripted version of Canpro 8.1 can be downloaded from Zeppelin website. Kindly browse the Toolbox page to find this version. However, Canpro 9.0 can be used as a replacement of version 8.1.

- **Unable to select Navigator 3.1.1, TCOP 5.1.3 and XScope 2.1.1 for installation or un-installation in Windows XP.**

✓ These versions are NOT compatible with Windows XP. If you have them installed, then uninstall these applications manually from toolbox disc. To uninstall, run the “uninst.exe” for the respective applications available under “applications2K” folder in the Toolbox disc.

If you are using Toolbox, it will install all the applications in C drive. Please ensure that your C drive partition type is NTFS.

For further details on toolbox and Zeppelin applications visit our FAQ section in Zeppelin website (http://pww.zeppelin.philips.com/zeppelin/user/ ->Support -> Knowledge Base)

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